HyperOffice
Collaboration Made Simple

Presents

WHITE PAPER

HyperOffice vs. Microsoft Exchange
A Comparative Analysis

HyperOffice
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PCMAG.COM

"Overall, I was deeply impressed by HyperOffice's depth of features, tight integration of all its elements, sleek appearance, and crack support team."

Edward Mendelson
PC Mag

EVERONE LOVES CLOUD BASED EMAIL

AMI Partners expect cloud related spending by SMBs to grow up to $95 billion by 2014. Messaging/email will be the top area of growth.

"Cloud based email is always cheaper for companies with fewer than 15,000 employees."

Ted Schandler,
Forrester Report, 2009

FORRESTER®

"HyperOffice is a fully hosted alternative to building your own Microsoft Exchange and SharePoint servers."

Edward Mendelson
PC Mag

PCMAG.COM

HyperOffice vs. Microsoft Exchange

It goes without saying that email and communications software is bare minimum technology for every business. However, traditionally, growing businesses have been prevented from leveraging high-tech communications technologies. Available solutions like Microsoft Exchange were built with big business (and big budget) in mind, requiring pricey hardware, technical savvy, or with superfluous features inappropriate for a small to medium sized business environment.

Worse, these communication solutions lack collaboration components – document collaboration, project management, intranet and extranet portals – essential for distributed teams of today, and intrinsic to corporate survival. This requires customers to purchase their communications and collaborations tools piecemeal, at precious lost time and expense, and expend further resources on integrating them.

For this reason, small and medium businesses are increasingly looking at communications software hosted on the cloud, which brings them robust functionality within budget, without the hassle of managing servers or hiring experts.

HyperOffice brings more than 10 years of offering cloud based communications and collaboration software with a specific focus towards SMBs. Users get instant access to best in class email functionality, with deep Outlook and mobile support, fully integrated collaboration features - enterprise grade technology, at a coach class budget.

We have found HyperOffice to be a very functional and dependable email and intranet product that many of our agents depend on for their business. After researching many available products, HyperOffice is a clear winner in a cost value analysis.

*Bryan Crabtree,
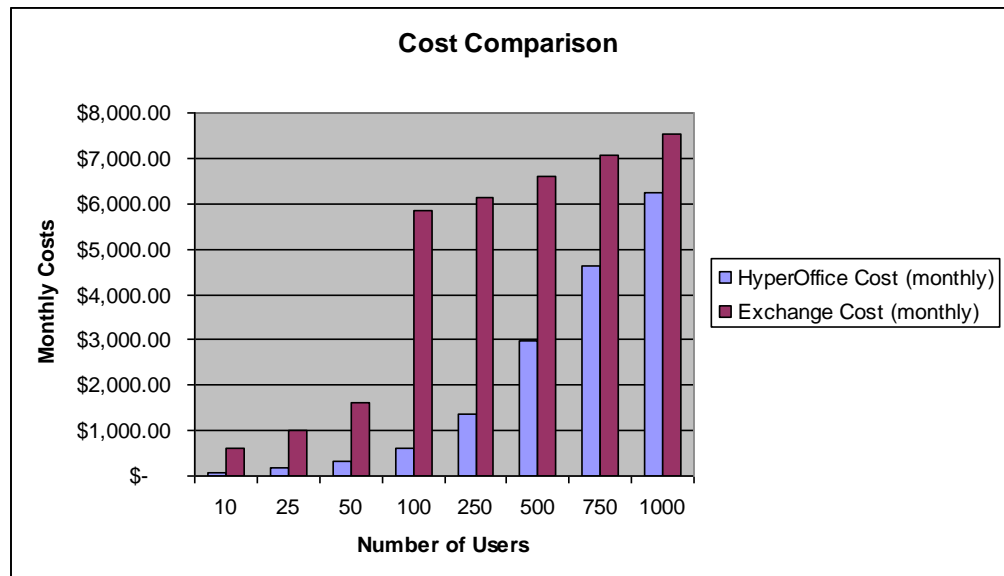President and CEO,
Weichert - Dean - Kelby*

Here's What Microsoft Exchange Doesn't Want You To Know…

HyperOffice Gives More Bang For the Buck

HyperOffice's cutting-edge solution includes a robust feature set, unsurpassed security, an intuitive interface, and outstanding support, all for a fraction of the cost of Microsoft Exchange.

Exchange Total Cost of Ownership

According to Info Tech Research Group's Exchange 2010 TCO Calculator, a 200 user implementation of Exchange 2010 would cost **$ 204,800** in the first year in hardware, software, network and support costs. This figure does not include implementation and maintenance costs.

Cost Comparison

Hard Costs

Radicati estimated that the total cost of ownership of Exchange 2007 was $295 per user for the first year.

I remember when we were a company using Hotmail as our network hub. HyperOffice has helped organize all of our business lives and its flexibility of use from remote work stations has made keeping up while travelling easy.

Tristan Goldberg
District Manager
RLED

HyperOffice

- No initial hardware or software investment to get your system up and running.

- All you need is a broadband connection.

Exchange

- Requires extensive initial investment.

Software –
- operating system
- communication, collaboration, intranet tools
- email client
- spam & virus protection
- backup
- redundancy, system uptime, data integrity
- load-balancing, security, monitoring and connectivity

Hardware –
- Servers
- Backup devices
- redundancy, system uptime, data integrity
- load-balancing, security, monitoring and connectivity

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Soft Costs

Exchange clients are at the mercy of hardware and software glitches, meaning possible downtime for every upgrade, security patch, or hardware malfunction.

HyperOffice's solution guarantees:

- Secure offsite facilities
- Fill redundancy
- System fault tolerance
- Real-time back up
- 99% uptime guaranty
- Spam & virus protection

So your data remains secure and available, 24/7.

HyperOffice

- No software licensing costs. All software is delivered through your broadband connection.

- No unanticipated IT costs

- Online training

- Professional support

- Automatic Upgrades

Exchange

Requires ANNUAL licensing purchase for EVERY :

- End-user
- Server
- Requires ANNUAL maintenance contract purchase.

Requires IT expertise to:

- Install the software
- Configure the network
- Provide on-going maintenance (e.g. security patches)
- Manage upgrades
- Provide training

For a comprehensive cost analysis of how HyperOffice compares to Exchange, refer to our Total Cost of Ownership. HyperOffice VS MS Outlook/Exchange whitepaper.

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ATTENTION OUTLOOK USERS!!!

You don't have to give up Outlook in order to use HyperOffice. HyperOffice allows clients to use multiple email clients, including Outlook and Outlook Express, while maintaining complete calendar and group list functionality!

"We have been impressed with HyperOffice. It has given us all the functionality of Exchange minus the costs and headaches."

Romero Van Bochove, President, Orizon Inc.

Users of Microsoft Exchange face on average over five hours of downtime a month, which is a combination of both unplanned outages and regularly scheduled downtime.

The Radicati Group

"Corporate IT Survey – Messaging & Collaboration, 2010-2011"

THE RADICATI GROUP, INC.
A TECHNOLOGY MARKET RESEARCH FIRM

HyperOffice Extends the Power of Outlook

HyperOffice's deep integration with Outlook makes it ideal for Outlook users who want the functionality of Microsoft Exchange on Outlook without the expense and pain of installing, maintaining, and supporting Microsoft Exchange.
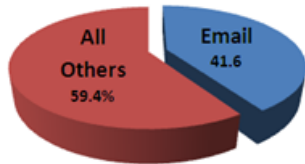
You will benefit from HyperOffice if you are:

1. Currently using Outlook and would like to begin sharing calendars, contacts, documents, and tasks with other Outlook and non-Outlook users without the expense and pain of MS Exchange.

2. Currently using Outlook and MS Exchange but are tired of the upgrade cycles, security threats, expense and pain of dealing with MS Exchange. Would like to migrate off of MS Exchange without giving up Outlook or losing the information already stored on MS Exchange.

3. Currently using MS Exchange but would like to share calendars, contacts, documents and more with partners, customers and vendors without giving them access to your Exchange servers. HyperOffice can coexist with MS Exchange so that you can create collaborative environments to satisfy your operational requirements while insulating your Exchange servers.

Read our **Success Stories** for more real-life examples of how you can benefit from using HyperOffice.
http://www.hyperoffice.com/clients/.

Mobile Email Use

Americans spend 41.6% of their mobile internet time on email.

Nielsen Study 2010

HyperOffice Converts Your Mobile Device into a Business Workhorse

Modern workers expect to access business information, especially email, right on their mobile devices. HyperOffice allows mobile workers to access and sync email, contacts, calendars and tasks with the native applications of their mobile devices right out of the box. Support for almost every major mobile phone allows users to "bring their own mobile device".

HyperOffice	Exchange
▪ Push email, contacts, calendars, tasks, notes and wireless synch.	▪ Push email, contacts, calendars, tasks, notes and wireless synch.
▪ Supports devices based on ActiveSync, SyncML and popular proprietary protocols – iPhone, Windows Mobile, Java phones, many Nokia and Androids etc.	▪ Supports devices based on ActiveSync only
▪ Supports BlackBerry	▪ Requires BlackBerry Enterprise Server or BlackBerry Internet Service (limited features).
▪ Push email to SMS	▪

Most remote teams rely on several solutions to fulfill all of their collaborations needs: email and communication, project management, database management & group meetings. HyperOffice offers distributed teams the benefit of all essential business tools in a single suite, as well as mobile capabilities for today's remote workforce.

Amber Singleton Riviere
GigaOm

GIGAOM

HyperOffice Is a One-Stop Shop

Teams of yesteryear could get by with using email for working together. But the distributed teams of today need appropriate tools for their enhanced needs – document management, project management, workspaces etc. HyperOffice recognizes that decision-makers want to be saved the hassle and costs of purchasing their communication and collaboration software piecemeal. We provide our clients with a comprehensive and customizable platform of fully integrated communication and collaboration solutions to grow and adapt to your specific business needs.

Function	HyperOffice	Exchange
Email	✔ Business class email ✔ Spam protection ✔ IMAP and POP 3 support ✔ Support for Outlook, Outlook Express and Any Browser	✔ Business class email ✔ Spam Protection requires regular maintenance ✔ Support for Outlook and Outlook Express.
Mobility	✔ Push email, contacts, calendars, tasks and wireless sync ✔ Supports any device based on ActiveSync, SyncML, and popular proprietary protocols ✔ Support for BlackBerry ✔ Email to sms	✔ Push email, contacts, calendars, tasks and wireless sync ✔ Supports devices based on ActiveSync protocol
Collaboration	✔ Shared contacts ✔ Shared calendaring ✔ Shared Tasks ✔ Voting ✔ Forums ✔ Shared Links	✔ Shared contacts ✔ Shared calendaring ✔ Shared Tasks
Document Management	✔ Robust document management ✔ Versioning ✔ Commenting ✔ Change notification ✔ Virtual drives ✔ Shared folders	✔ Shared folders
Intranet/Extranet	✔ Create Customer, Partner, Vendor…portals ✔ Turn sections and features on/off ✔ Publish and manage content on your intranet/extranet	✔ None with Exchange
Support	✔ Free Upgrades for life ✔ Free telephone and email technical support	✔ Good luck!

HyperOffice Is User-Friendly

HyperOffice offers straightforward and trouble-free features that are attractive to both employee and employer, demonstrating true mass appeal.

EMPLOYEE APPEAL

HyperOffice	Exchange
User Friendly Interface	User Friendly Interface if using Outlook
Simple user setup – wizard walks you through step by step configuration	Complicated setup – often requiring IT support and intervention
The choice of using Outlook, any browser, PC, Mac or any handheld device without extra configuration	Support for Outlook
Single point of access for all communication and collaboration tools and information	Limited to email, calendaring, contacts, tasks and shared folders
Accessible anywhere and anytime	Must have access to the Exchange Server

EMPLOYER APPEAL

HyperOffice	Exchange
Simple, web based system administration	Complicated system administration
Setup in just a few minutes	Setup can be very complicated and lengthy
Admin wizard walks you through step by step configuration	Complicated system administration
Scale up or down with just a few clicks	Requires reconfiguration
Free Upgrades	Never Free
Upgrades are automatic and transparent	Requires IT staff intervention

As Microsoft releases new versions of its software, it stops supporting earlier versions (for example, it stopped providing support for Exchange 2003 in 2009), forcing customers to upgrade the entire technology stack. HyperOffice is constantly upgraded in the background, not requiring any effort from users, and giving them continuous access to cutting edge features.

"Add it all up and it's a compelling portfolio of Web services for the SB set. Even better is the ability it has to let you grow from SB to MB and up without necessarily sacrificing the tool kit to which your employees have grown accustomed."

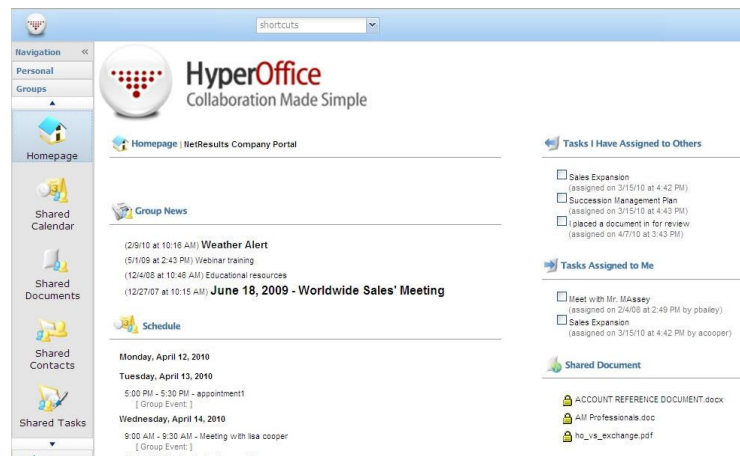*Oliver Rist,*
Infoworld,
Office on the Web

InfoWorld

"It gives your employees and clients a single point of entry to all their communication and collaboration needs, while simplifying the administration of a suite of apps for you."

Jamie B. Sales,
An Online Workplace for Businesses on the Go
SmallBusinessComputing.com

Small Business Computing.com

HyperOffice Is Scalable

HyperOffice was created to address the specific needs of small to medium-sized businesses. Conversely, Exchange was designed for Enterprise-level business, making its true value to smaller businesses is a force-fit at best.

HyperOffice	Exchange
• Flexible technology easily and transparently scales up or down to meet your business size and geographic	• Server, software and licensing arrangements are fixed with little room for scalability.
• Easily accommodates resource fluctuations (contractors) with simple adaptations that can all be performed online.	• Accommodating resource fluctuations requires costly hardware reconfiguration, software and licensing considerations.
• Adding branches, divisions, or resources to your environment is quick and pain-free.	• Adding branches, divisions or people are cumbersome undertakings requiring IT expertise.

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"HyperOffice makes it a lot easier for small-business owners, employees, clients, business partners and suppliers to work together as a team, plan projects, share and edit documents, schedule meetings, and stay connected via email -- without having to first shut down the business to earn a degree in computer science."

Tom Bunzel,
Informit.com

informIT

With HyperOffice we can open branch offices and expand our workforce quickly and at a predictable cost. Our IT staff can now focus on core IT projects while HyperOffice handles our communication and collaboration requirements.

Fred Aryan,
LaserShip, Inc.

MORE HYPEROFFICE WHITEPAPERS

- HyperOffice vs. Microsoft Exchange

- HyperOffice vs. Exchange TCO Analysis

- From Email Bankruptcy to Business Productivity

- How to Select a SaaS Vendor

HyperOffice Upgrades Are Easy and Pain-Free

HyperOffice boasts a rich product roadmap and is constantly rolling out new applications and upgrades, providing customized, flexible solutions, with the speed to maintain your competitive edge.

HyperOffice

- Implements upgrades and new applications without any interruption of service or need for client IT involvement.

- Upgrades are executed frequently and seamlessly, in keeping with HyperOffice's nimble and cutting-edge approach.

- No need for security patches

HyperOffice makes it easy…

… and saves time

Exchange

- Demands server down-time, on-site IT personnel, and often requires follow-up consulting to fine-tune adjustments, resulting in lost time and additional expense.

- Upgrades often interfere with other previously existing software or hardware installed on-site.

- Frequent nee d for security patches